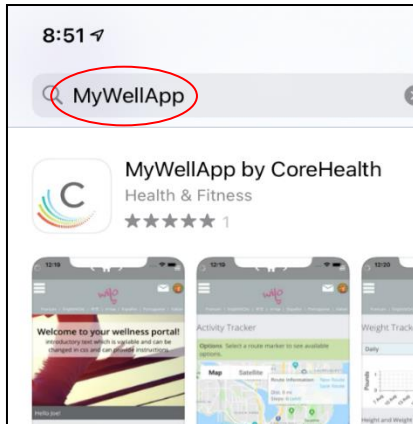


Syncing Apple Health to the MyWellApp



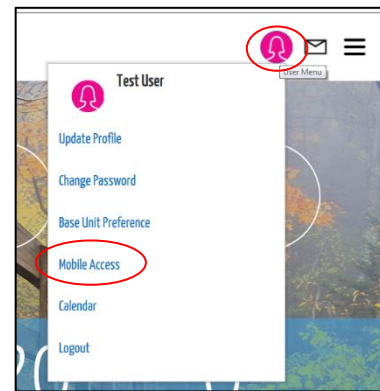
STEP 1

Search for the [MyWellApp](#) in the App Store. Download and install.

Note: If you already have downloaded the MyWellApp you must **delete** it before beginning this process.

STEP 2

Log into your wellness account **on a computer** and click the avatar at the top of the **Home** page. Click **Mobile Access**.



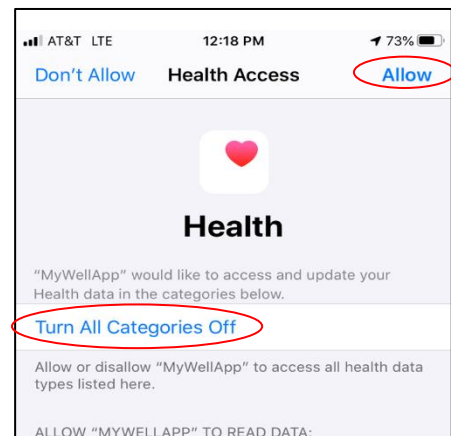
STEP 3

Click **New**, to generate a new mobile access code. Wait 5 minutes, then open the app on your phone and enter the access code. Remember that the letters are case-sensitive. It may take a moment to connect to your account.

STEP 4

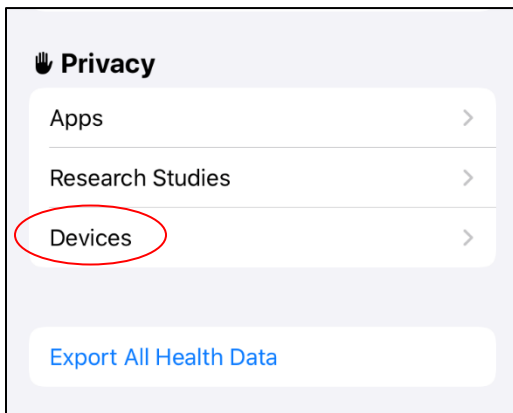
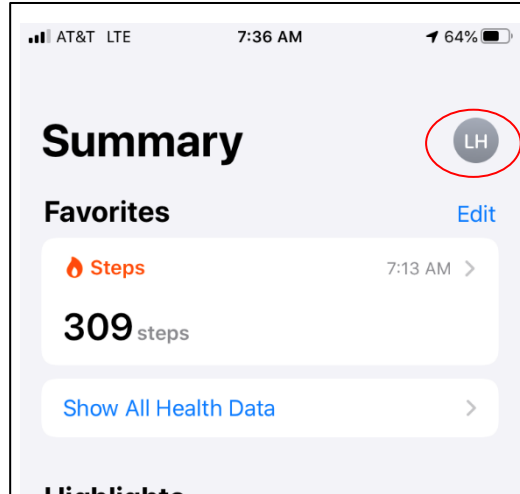
Once you are logged in with a new mobile code, the Apple Health pairing request will automatically come up.

Click **Allow** in the upper right-hand corner. If the Allow button is greyed out, click **Turn All Categories On**.



STEP 5

If you have an Apple Watch, be sure it is synced to the Apple Health App by opening the Apple Health App and clicking on the **grey circle** in the upper right corner.



STEP 6

Under **Privacy**, click **Devices**. If your Apple Watch is not listed, pair it with your phone to sync it to your Apple Health app.

Note: Data only flows between the Apple Health App and the MyWellApp when both are open on your phone. You must open both apps frequently for up-to-date sharing.

Still Having Trouble?

Contact CoreHealth Support at support@corehealth.global or (866) 396-2673 Ext 3.

Frequently Asked Questions

Q: Why are my steps not registering?

A: Your steps may not be registering because your device was either not synced properly or you have not allowed a certain category on the app to sync over. The MyWellApp and the Apple Health App must both be open.

Q: Why is my device not syncing?

A: The device may not be syncing because you may only have the Apple Health App running. Both the Apple Health App and MyWellApp need to be running to properly sync your device. The Apple Health App needs to know where it is syncing to and registering the activities.

Q: I have revoked access to a category, and I want to re-enable it. How can I do that?

A: It is best to un-sync your device and uninstall the MyWellApp. Once finished, you can reinstall the MyWellApp and resync your device. Once these settings have initially been selected, they will not be able to change.

Q: I am unable to see where to sync my Apple device to CoreHealth's platform. How do I fix this?

A: There could be issues on Apple's or CoreHealth's end that could prevent this button from displaying and allow you to sync your device. If this is the case, please reach out to your site's support team and they will be able to assist you in other steps and alternatives.

Q: Why doesn't the step count on my Apple Watch match what's in my Apple Health app?

A: Your watch may not be syncing to your Apple Health app. You can either manually sync your watch with your Apple Health app, or you can configure your watch to automatically sync to your Apple Health app throughout the day.

Q: What if I don't have an Apple Watch, but I keep my phone in my pocket to record my steps?

A: No problem! The steps recorded in the Apple Health app on your phone will sync with your wellness account just the same. Follow the steps above to sync the Apple Health app with your wellness account and troubleshoot any issues you have.

Q: How do I un-sync by Apple Watch/Apple Health app from my wellness account?

1. Open the Apple Health app on your phone.
2. Click on the grey circle in the upper right corner.
3. Scroll down to the **Privacy** section, click **Apps**, then click MyWellApp.
4. Click **Turn All Categories Off**.